



# Leading & Managing a Professional Services Team



A program designed for supervisors and managers of professional services teams in research institutes and universities including:

- researchers who have pursued administration as a career path without formal retraining
- administrative services people managers
- lab managers
- animal lab managers
- clinical trials co-ordinators
- managers of diagnostic labs and groups

## PAST PARTICIPANT PROGRAM FEEDBACK

*“A very professional and engaging course that was very stimulating and enjoyable.”*

*“The program has far exceeded my expectations and will significantly enhance multiple aspects of my professional life – thank you very much”*

*“Great program, extremely beneficial with a good combination of reading material, slides and role play/discussions”*

## Melbourne Program Dates: Program 1, 2019

Module 1 – 16<sup>th</sup> May 2019

Module 2 – 20<sup>th</sup> June 2019

### Venue:

St Vincent’s Institute, 9 Princes Street Fitzroy

### Investment Cost per Participant

The cost for attending this 2-day program (2 x 1-day Modules) of the Leading & Managing a Professional Services Team Program is **\$1,100.00** (Inc. GST)

This investment includes program training materials including: self-diagnostic questionnaires; selected journal articles and handouts.

## Program Structure

The structure has been designed as a 1 + 1-day modular program with 5 weeks between Modules to enable application of knowledge and practice of new skills from Module 1. Requirements of the program including pre-reading (supplied) and the implementation of a Personal Action Plan developed during the program.

## Overview

The transition from being an individual contributor to being a manager of a team of Professional Services/Admin staff in a research environment can be for some a challenging transition. You are no longer just an expert; you are the manager of experts, responsible for their performance, motivation, development and career planning.

You need to think more strategically, to build strong relationships outside your unit with stakeholders and others and understand their expectations of your unit. You need to learn new skills in coaching junior staff, handling conflict, giving feedback, managing time and influencing others.

## Program Objectives

As a result of attending this program, participants will have acquired:

- Understanding of the role of team management and leadership
- Understanding of the dynamics of Professional Services Teams in Research/University contexts
- Enhanced self-awareness and awareness of impact on others
- Increased ability to influence and communicate effectively with others
- Enhanced ability to coach junior staff, delegate, manage performance and motivate staff
- Skills in providing feedback, handling difficult conversations and managing performance reviews
- An understanding of current strengths and development needs and development of a personal Action Plan to assist current performance and further career development

## Our Learning Approach

As experienced adult learning and development providers we incorporate in our programs methods to increase the chances of sustainability of new skills and knowledge back in the workplace.

Program design includes various learning modes to satisfy different learning styles of participants, and to engage participants at all levels.

This design incorporates a combination of practical exercises including pre-readings, self-diagnostic surveys, skills-practice, case studies, and action plan development to ensure implementation & sustainability of learning back in the workplace.

Having worked with clients in Research Institute and University environments over a number of years we understand the need for relevant materials to be evidence-based, relevant, contemporary and tailored to the current challenges of participants.



## Style of Program

- Informal, highly interactive
- Presentations
- Diagnostic questionnaires
- Individual reflection and planning
- Table group and plenary discussions
- Networking opportunities with peers from other research settings

## Program Content



The program content is tailored to the environment and culture of Research Institutes/ Universities.

Pre-reading, case studies and discussion will be focused on the particular challenges of these environments at the current time.

### The program addresses the following topic areas:

- Leadership vs Management
- Managing the personal transition from technical expert to manager
- Strategic thinking and continuous improvement in service roles
- The Administrator as both support and leader of change
- Building the team performance and culture
- Leadership styles and their impact
- Understanding your style and your impact on others
- Motivating staff and appreciating diversity
- Performance Review and Development skills
- Managing staff performance and underperformance
- Recruitment skills
- Having difficult conversations and managing conflict
- Coaching skills
- Managing time and multiple demands
- New technologies and methodologies for the lab
- Managing stakeholders and internal customer service expectations
- Delegation skills
- Managing work-life balance, resilience and building networks
- Developing a personal Action Plan

## Program Facilitator:

### Adj. Professor Larry Marlow



Larry Marlow holds the positions of Adjunct Professor, UTS, as well as of Managing Director of a private management consulting firm, Marlow Hampshire. His professional experience includes I.T., clinical, University teaching, medical research, and consulting roles. This experience includes a program director role for the NSW Institute of Psychiatry, and projects for the W.H.O. in China and Bangladesh (International Centre for Diarrheal Disease Research), and the Fiji School of Medicine.

Over the past several years he has assisted a number of Medical Research Institutes and University and Hospital health & biomedical research groups with strategic thinking and leadership development of their senior researchers and ECR/MCR researchers in Victoria, NSW, Qld, and Western Australia.

Larry works extensively as an external consultant across the University, Medical Research and Healthcare sectors on a wide range of organisational design, strategic planning and leadership capability development projects and brings with him high professional credibility and knowledge. He receives consistently high feedback for the practical value of the programs he runs and for his inclusive style.

### For More Information or to Register for the Program, please contact:

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